



Australian Government

PSPGEN100 Manage conflict

Release: 1

PSPGEN100 Manage conflict

Modification History

Supersedes and is not equivalent to PSPGEN050 Manage conflict.

Application

This unit describes the performance outcomes, skills and knowledge required to manage conflict.

This unit applies to those working in generalist and specialist roles within the public sector. Those undertaking this unit work independently performing complex tasks in a range of familiar and unfamiliar contexts.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

General

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Identify and assess conflict situations.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Identify and predict signs, stages and possible causes of conflict.
- 1.2. Clarify factors and issues relevant to conflict.
- 1.3. Explore possible resolutions and compromises using appropriate communication techniques.
- 1.4. Evaluate responses against workplace requirements, legislation policies and procedures.
- 1.5. Develop resolution strategies that include applicable timeframes and the form of reporting to be used.

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| 2. Implement strategies to resolve conflict. | 2.1. Identify situations requiring assistance and seek support or refer in accordance with organisational policies and procedures.
2.2. Implement strategies to address conflict.
2.3. Maintain records and reports in accordance with organisational policies and procedures. |
| 3. Monitor conflict situations. | 3.1. Evaluate effectiveness of the resolution strategies.
3.2. Monitor resolution methodology and initiate remedial actions.
3.3. Record and use lessons learnt to improve service delivery and organisational policies and procedures. |

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Reading skills to:	select, and interpret diverse and unfamiliar texts relevant to conflict resolution.
Writing skills to:	communicate simple and complex ideas about conflict resolution, matching style of writing to purpose and audience.
Problem-solving skills to:	objectively analyse causes of conflict and recommend remedial and preventative actions.
Teamwork skills to:	- establish rapport with internal and external stakeholders - take account of individual differences in implementing strategies.

Unit Mapping Information

Supersedes and is not equivalent to PSPGEN050 Manage conflict.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Assessment Requirements for PSPGEN100 Manage conflict

Modification History

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Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- identify the cause of conflict in two of the following scenarios:
 - conflicts among work colleagues or work teams
 - conflicts between employees and supervisors
 - customer complaints
- resolve two conflict situation using strategies which include the following techniques:
 - assertive and constructive feedback
 - problem-solving to deal with unexpected issues or attitudes
 - dealing with difficult situations
 - questioning, negotiating and problem-solving.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- legislation, regulations, policies, procedures and guidelines relating to managing conflict in the workplace and broader organisation
- types of conflict in the workplace and typical causes
- conflict theories, including signs, stages, levels, factors involved, resolution
- group processes and roles people play
- organisational theory and workplace behaviour
- organisational structures
- individual differences that may contribute to conflict situations
- conflict resolution skills and strategies including:
 - negotiation
 - empathy
 - questioning
 - problem-solving
 - communication to diffuse tension and achieve positive outcomes
 - use of assertive and constructive feedback
- theory of personal power and positional power and its significance in conflict situations
- grievance procedures in the public sector

- mediation and counselling in the context of conflict management.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions.

Assessment must ensure access to:

- legislation, regulations, policies, procedures and guidelines relating to managing conflict in the workplace and broader organisation
- public sector and organisational grievance procedures
- resources and equipment of the working environment.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

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